

MONTHLY SUMMARY "CONTACT" TRACKING SHEET BY COMPANY

DTE Satisfaction Tracking Study

Conducted by Harpers Research & Consulting

January, 2006

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DTE - Residential Contact Tracking - 2005

Q1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Boston Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	48 100%	49 100%	50 100%	48 100%	48 100%	51 100%	49 100%	52 100%	53 100%	50 100%	51 100%	49 100%	598 100%
Top 3 box	41 85%	46 94%	40 80%	46 96%	37 77%	46 90%	41 84%	47 90%	46 87%	43 86%	37 73%	47 96%	517 86%
Neutral	3 6%	2 4%	3 6%	1 2%	3 6%	2 4%	2 4%	1 2%	2 4%	-	3 6%	-	22 4%
Bottom 3 box	4 8%	1 2%	7 14%	1 2%	8 17%	3 6%	6 12%	4 8%	5 9%	7 14%	11 22%	2 4%	59 10%
7 - Very Satisfied	26 54%	26 53%	26 52%	30 62%	27 56%	32 63%	30 61%	35 67%	33 62%	32 64%	24 47%	32 65%	353 59%
6	8 17%	15 31%	9 18%	8 17%	5 10%	10 20%	4 8%	7 13%	7 13%	7 14%	6 12%	8 16%	94 16%
5	7 15%	5 10%	5 10%	8 17%	5 10%	4 8%	7 14%	5 10%	6 11%	4 8%	7 14%	7 14%	70 12%
4	3 6%	2 4%	3 6%	1 2%	3 6%	2 4%	2 4%	1 2%	2 4%	-	3 6%	-	22 4%
3	-	-	1 2%	-	7 15%	-	1 2%	-	2 4%	4 8%	4 8%	-	19 3%
2	2 4%	-	2 4%	-	1 2%	2 4%	-	2 4%	1 2%	-	-	-	10 2%
1 - Very Dissatisfied	2 4%	1 2%	4 8%	1 2%	-	1 2%	5 10%	2 4%	2 4%	3 6%	7 14%	2 4%	30 5%
DK	2	1	-	2	2	-	2	1	-	1	-	1	12
MEAN	5.9	6.2	5.7	6.3	5.8	6.2	5.8	6.2	6.1	6.0	5.3	6.3	6.0

DTE - Residential Contact Tracking - 2005

Q1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Essex Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	50 100%	51 100%	50 100%	47 100%	49 100%	48 100%	46 100%	49 100%	50 100%	50 100%	47 100%	51 100%	588 100%
Top 3 box	47 94%	43 84%	45 90%	39 83%	42 86%	44 92%	42 91%	42 86%	46 92%	42 84%	35 74%	45 88%	512 87%
Neutral	1 2%	3 6%	2 4%	3 6%	3 6%	-	2 4%	2 4%	-	2 4%	3 6%	3 6%	24 4%
Bottom 3 box	2 4%	5 10%	3 6%	5 11%	4 8%	4 8%	2 4%	5 10%	4 8%	6 12%	9 19%	3 6%	52 9%
7 - Very Satisfied	36 72%	26 51%	29 58%	27 57%	32 65%	28 58%	26 57%	29 59%	35 70%	28 56%	26 55%	34 67%	356 61%
6	3 6%	10 20%	12 24%	9 19%	6 12%	9 19%	6 13%	2 4%	6 12%	11 22%	7 15%	6 12%	87 15%
5	8 16%	7 14%	4 8%	3 6%	4 8%	7 15%	10 22%	11 22%	5 10%	3 6%	2 4%	5 10%	69 12%
4	1 2%	3 6%	2 4%	3 6%	3 6%	-	2 4%	2 4%	-	2 4%	3 6%	3 6%	24 4%
3	-	1 2%	-	2 4%	1 2%	2 4%	-	1 2%	4 8%	2 4%	2 4%	-	15 3%
2	-	1 2%	1 2%	1 2%	1 2%	-	2 4%	2 4%	-	1 2%	2 4%	1 2%	12 2%
1 - Very Dissatisfied	2 4%	3 6%	2 4%	2 4%	2 4%	2 4%	-	2 4%	-	3 6%	5 11%	2 4%	25 4%
DK	-	-	-	2	1	2	4	1	-	-	3	-	13
REFUSED	-	-	-	1	-	-	-	-	-	-	-	-	1
MEAN	6.3	5.8	6.1	6.0	6.1	6.1	6.1	5.9	6.4	5.9	5.6	6.2	6.0

DTE - Residential Contact Tracking - 2005

Q1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Colonial Gas

	Year 2005												YTD
	Jan'05	Feb'05	March'05	Apr'05	May'05	June'05	July'05	Aug'05	Sep'05	Oct'05	Nov'05	Dec'05	
TOTAL	49 100%	49 100%	50 100%	49 100%	48 100%	50 100%	49 100%	49 100%	47 100%	50 100%	48 100%	48 100%	586 100%
Top 3 box	46 94%	44 90%	39 78%	42 86%	42 88%	48 96%	46 94%	46 94%	41 87%	42 84%	40 83%	41 85%	517 88%
Neutral	- 2%	1 2%	3 6%	1 2%	- 2%	1 2%	1 2%	- 2%	3 6%	2 4%	1 2%	2 4%	15 3%
Bottom 3 box	3 6%	4 8%	8 16%	6 12%	6 12%	1 2%	2 4%	3 6%	3 6%	6 12%	7 15%	5 10%	54 9%
7 - Very Satisfied	33 67%	26 53%	31 62%	32 65%	31 65%	31 62%	31 63%	33 67%	28 60%	33 66%	33 69%	26 54%	368 63%
6	6 12%	12 24%	5 10%	3 6%	7 15%	13 26%	8 16%	9 18%	9 19%	4 8%	5 10%	9 19%	90 15%
5	7 14%	6 12%	3 6%	7 14%	4 8%	4 8%	7 14%	4 8%	4 9%	5 10%	2 4%	6 12%	59 10%
4	- 2%	1 2%	3 6%	1 2%	- 2%	1 2%	1 2%	- 2%	3 6%	2 4%	1 2%	2 4%	15 3%
3	- 2%	1 2%	2 4%	2 4%	2 4%	- 2%	- 2%	3 6%	1 2%	1 2%	3 6%	- 2%	15 3%
2	1 2%	- 2%	1 2%	1 2%	1 2%	- 2%	- 2%	- 2%	- 2%	- 2%	- 2%	3 6%	7 1%
1 - Very Dissatisfied	2 4%	3 6%	5 10%	3 6%	3 6%	1 2%	2 4%	- 2%	2 4%	5 10%	4 8%	2 4%	32 5%
DK	1	1	-	1	2	1	3	1	3	-	3	1	17
REFUSED	-	-	-	-	-	-	-	-	-	-	-	1	1
MEAN	6.2	6.0	5.7	6.0	6.0	6.4	6.2	6.4	6.1	5.9	6.0	5.9	6.1